

Clerical and Office Branch
Office Supervision and Customer Service Group
Office Supervision Series

PARATRANSIT OPERATIONS CHIEF

03/95

Summary

Under general supervision, as second line supervisor, coordinate safe, timely point-to-point demand response scheduling, routing, dispatching and coach operations for Americans With Disabilities Act (ADA) paratransit eligible passengers.

Typical Duties

Exercise day-to-day around-the-clock control of street operation and allied office activities in person and by radio or telephone. Involves: conducting immediate response on-site investigations and initiating action to overcome major traffic delays or other impediments to meeting service commitments caused by emergencies or events such as fires, accidents or road construction, reviewing internal accident and property damage or unusual incident reports; monitoring eligibility certification of persons requesting for paratransit services, effectiveness of travel information disseminated; sensitivity to special needs of paratransit passengers in day-to-day dealings and when resolving telephone and correspondence complaints; preserving and promoting employee and passenger protection, vehicle damage avoidance and related cost consciousness among subordinates in collaboration with safety personnel.

Participate in daily planning for recurring, new, changed and discontinued daily point-to-point demand response and routes, stops, schedules and shift assignments. Involves: gathering and organizing details such as route characteristics and distances, traffic conditions, run reports, passenger boarding or other operating trends, coach capacities, equipment specifications, personnel requirements, observations from tours of areas served, and discussions with public transit management, other City departments and outside consultants; assisting with technical specifications writing, short and long term service and resource needs forecasts, and related presentations to civic groups, municipal authorities and the general public regarding changes in operating methods and resolution of service complaints; coordinating day-to-day availability of vehicles and equipment in safe and clean operating condition by arranging servicing, preventive inspection, repairs and replacements with maintenance staff.

Supervise designated full and part time subordinates. Involves: scheduling, assigning, instructing in, guiding, checking and evaluating work; arranging for or engaging in employee training and development which includes coaching in sensitivity to unusual passenger needs; enforcing personnel rules and regulations, standards of conduct, work attendance and safe work practices; applying prescribed recognition and progressive discipline as authorized; settling first stage grievances; counseling, motivating and maintaining harmonious working relationships among subordinates; recommending staffing and employee status changes; interviewing applicants if assigned.

Perform related duties as required. Involves: substituting, if assigned, for immediate supervisor during temporary absences by performing specified duties and responsibilities essential to maintaining continuity of operations and similarly performing any duties of subordinates, if necessary; maintaining records and writing reports regarding unit operations and activities.

Minimum Qualifications

Training and Experience: Graduation from high school or equivalent plus four years of progressively responsible commercial motor vehicle passenger transportation, scheduling or dispatching experience; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Considerable knowledge of: public transit operating rules, regulations, routes and schedules; City geography, street system and road condition; peak traffic times and locations, speed patterns and effects of weather; Federal, State and City ordinances and regulations related to motor traffic control. Good knowledge of: supervisory techniques and practices; special transportation needs and problems of ADA paratransit eligible passengers; coach and equipment design and operation; paratransit operations related computer applications programs; personnel rules and regulations, and conduct, attendance and safety standards.

Ability to: coordinate dispatched vehicle fleet operations; identify, collect, assemble, interpret and analyze data; make sound practical judgments to effectively resolve emergency and daily transit operations problems; make arithmetical computations; generate and recommend computerized daily paratransit vehicle and operator schedules; maintain personnel files, record monetary and timekeeping tabulations, prepare activity summaries and incident reports; tactfully and effectively conduct passenger complaint and accident investigation interviews; firmly and impartially exercise delegated supervisory authority; express oneself clearly and concisely both orally and in writing; establish and maintain effective working relationships with fellow employees, officials and the general public.

Skill in: driving a motor vehicle through city traffic; operating personal computer and dispatching equipment.

Licenses and Certificates: Texas Commercial Driver License with passenger endorsement by time of appointment.

Special Requirements: Be on call to respond to operational emergencies. Work varying and non-standard hours, including evenings, weekends, holidays and mandatory overtime. Positions assigned duties which require a Commercial Driver's License (CDL) to operate vehicles on public thoroughfares, [or positions of a safety sensitive nature within Mass Transit], are subject to federal drug and alcohol testing regulations, which include preemployment, post-accident, reasonable suspicion, random, return to duty and follow-up testing.

Director of Personnel

Department Head